In the Claims:

Following is a complete listing of the claims pending in the application, as amended:

1.-38. (Canceled.)

39.   (Currently Amended) A database system comprising a partitionable database ~~of a plurality of~~ owned by a database operator and storing multiple distinct files that each have an associated owner who is a tenant of the database distinct from the database operator, the database partitioned into multiple separate virtual databases that each correspond to a distinct one of the tenants in such a manner that a partitioned virtual database for a tenant includes the stored files associated with that tenant, ~~each of said separate virtual databases having a unique database owner, and wherein a user can only~~ the database system further comprising an access control subsystem that is configured to provide access to files in a virtual database to ~~which the said~~ a user only when that user has access authorization to that virtual database from the ~~database owner~~ tenant who owns that virtual database.

40.   (Original) The database system of claim 39 wherein said separate virtual databases are disjoint.

41.   (Canceled.)

42.   (Currently Amended) The database system of claim ~~41~~ 40 wherein the access control subsystem is further configured to provide access to a virtual database to a user ~~requires~~ only when that user has access authorization from ~~a database owner to access the owner's separate,~~ the tenant who owns that virtual database.

43.   (Canceled.)

44. (Currently Amended) The database system of claim ~~43~~ 42 wherein ~~a user's~~ the access control subsystem is further configured to provide access authorization to a user for ~~to~~ a particular file in ~~the~~ a virtual database ~~is granted by the file owner's~~ based on initiation of a database call through an associated computer telephony integration (CTI) system by the owner associated with that file such that the user is an employee of the database operator that receives the database call.

45. (Currently Amended) The database system of claim 44 wherein the ~~database is a multi-tenant database having a plurality of tenants, each tenant being the owner of a separate virtual database,~~ database operator further provides ~~at least two of the tenants utilizing~~ a common call center service to customers of the database tenants on behalf of the database tenants.

46. (Currently Amended) A method of managing a database system having a partitionable database ~~of a plurality of~~ that includes multiple separate virtual databases~~,~~ that each ~~of said separate virtual databases~~ hav~~eing~~ing a unique database owner, ~~said~~ the method comprising:
~~the owner of a separate virtual database~~ granting access authorization to a user for one of the virtual databases by the owner of that virtual database; ~~,~~ and

providing to the user ~~thereafter~~ access~~ing~~ to a file in ~~the~~ that one virtual database ~~to which~~ after the ~~said~~ user has been granted the access authorization ~~from the database owner~~.

47. (Original) The database management method of claim 46 wherein said separate virtual databases are disjoint.

48. (Canceled.)

49. (Currently Amended) The database management method of claim 46 wherein ~~a~~ the user further needs ~~requires~~ authorization from ~~the~~ an owner of a file

within ~~the separate,~~ that one virtual database to access ~~the file owner's~~ that file, and including providing access to that file to the user after the file owner grants authorization.

50.   (Currently Amended) The database management method of claim 49 further including, before the providing of the access to the file of the file owner, receiving ~~wherein the file owner grants~~ access authorization to that file for the user from the file owner~~'s file in the virtual database to a user~~.

51.   (Currently Amended) The database management method of claim 50 wherein the receiving of the access authorization to the file includes ~~file owner's~~ initiation by the file owner of a database call to the user through an associated computer telephony integration (CTI) system ~~grants access authorization to the file owner's file to a user~~.

52.   (Original) The database management method of claim 51 wherein the database is a multi-tenant database having a plurality of tenants, each tenant being the owner of a separate virtual database, at least two of the tenants utilizing a common call center service.

53.   (New) The method of claim 46 wherein the partitionable database stores multiple distinct files that are each associated with one of the multiple unique database owners such that the virtual databases each include the stored files associated with the owner of the virtual database.

54.   (New) The method of claim 46 wherein the partitionable database is operated by a database operator on behalf of the owners of the virtual databases as tenants of the database.

55.   (New) The method of claim 54 wherein each of the tenants lease capacity of the partitionable database from the database operator.

56.   (New) The method of claim 46 wherein the providing to the user of the access authorization to the file in the one virtual database is initiated by a telephone call from the owner of that virtual database through a computer telephony integration (CTI) system.

57.   (New) The method of claim 56 wherein the user is a representative of an organization providing a service to the owner of the one virtual database.

58.   (New) The method of claim 56 further providing access to the user to files in other virtual databases after the user is granted authorization from the owners of those virtual databases.

59.   (New) The method of claim 56 wherein the access provided to the user is temporary access based on duration of the telephone call.

60.   (New) The method of claim 56 wherein the telephone call by the owner of the one virtual database is made regarding the file, and further automatically providing access to the user to other files in the one virtual database based on the telephone call.

61.   (New) The method of claim 56 wherein the CTI system is part of a call center service common to the owners of the virtual databases.

62.   (New) The method of claim 56 wherein the providing to the user of the access authorization to the file is based at least in part on the user receiving the telephone call via the CTI system.

63.   (New) The method of claim 56 wherein the providing to the user of the access authorization to the file is based on a current role of the user.

64.   (New) A method of managing a multi-tenant database that includes multiple virtual databases each having a distinct owner who is one of the tenants, each of the virtual databases having multiple associated groups of data, the method comprising:

setting access privileges for the groups of data in each of the virtual databases based at least in part on the tenant that owns the database; and

for each of multiple requests by a user to one of the data groups in one of the virtual databases,

determining whether to grant access to the user for the requested data group based at least in part on a relationship of the user to the tenant that owns the virtual database that includes the requested data group;

when the relationship of the user to the owner tenant is determined to be an employee relationship, granting access to the user for the requested data group; and

when the relationship of the user to the owner tenant is not determined to be an employee relationship, granting access to the user for the requested data group only when the owner tenant is determined to have provided access authorization to the user for that requested data group.

65.   (New) The method of claim 64 wherein each of the groups of data is a file stored on the database.

66.   (New) The method of claim 64 wherein the method is performed by a database operator distinct from each of the tenants.

67.   (New) The method of claim 66 wherein at least some of the requests for data groups by users are received for users that are representatives of the database

operator and are based on a contact to the users that is initiated by the tenants that own the virtual databases associated with the requested data groups, and wherein the access authorizations for those users are determined to have been provided by those owner tenants based on the initiated contact by those tenants.

68.   (New) The method of claim 66 including, when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, granting access to that user to other data groups in that virtual databases based on that providing of the access authorization.

69.   (New) The method of claim 66 wherein the access granted to a user whose relationship to an owner tenant is not determined to be an employee relationship is temporary access.

70.   (New) The method of claim 66 wherein, when the relationship of a user to an owner tenant is not determined to be an employee relationship and the owner tenant is determined to have provided access authorization to the user for a data group in the virtual database for that tenant, the access granted to that user is based on a current role of the user.